

Transporter National Certification Frequently Asked Questions September 2010

- **What is a NAHTM Certified Healthcare Transporter?**

A NAHTM *Certified Healthcare Transporter* is a patient transporter who has achieved proficiency in all competencies outlined in the 3 book course offered by the National Association of Healthcare Transport Management. Those books are **Choices: Ethics for the Workplace, Course I; Strategic Skill Building for Transporters, Course II; Technical Skills Training, Course III**. The curriculum was developed by Impact Training Corporation (ITC) in partnership with NAHTM

- **What are the roles of Impact Training (ITC) and NAHTM in the development and ongoing administration the Certified Healthcare Transporter (CHT) program?**

In 2002, NAHTM and ITC began a partnership to offer a national certification to Transporters through a partnership of NAHTM with ITC. The national certification program that evolved was based on an earlier model developed by ITC and Savannah-area hospitals and promoted through Savannah's Technical College.

- NAHTM's role in this partnership is to validate the training program and give its stamp of approval that each candidate who is recommended for certification has met the competencies required through the certification training. NAHTM awards the national certification.
- ITC's role is to develop and sell its Transporter certification curriculum materials required for each Transporter trainee, to institutions who have trained Instructors and are ready to implement the Certified Healthcare Transporter training. ITC also provides Level I Instructor training for those individuals who will deliver the CHT curriculum to Patient Transporters in their respective organizations. ITC also trains Level II Instructors – those individuals who can assist ITC in the training of Level I instructors – through a rigorous apprenticeship. ITC developed, owns, and maintains the currency of the curriculum and the training.

- **What are the time parameters for delivering the certification training?**

There are general delivery times recommended for each of the three course parts of the certification. The courses are generally built in two hour time blocks. When technical or community colleges deliver the curriculum (as opposed to healthcare institutions delivering it themselves), they identify each course as 40 training hours. If they are training new transporters, then these institutions may add 40 clinical hours to course III which is supervised on-the-job training.

The following bullets outline information specific to each of the three courses to facilitate planning. NAHTM recommends adhering to the general delivery times to assure the best results for transporter trainees to achieve the competencies required for national certification.

- **Choices: Ethics for the Workplace, Course I:** This course focuses on life skills related to success in the workplace and has a different format from the other courses. It requires the instructor to introduce the information, engage the trainees, and facilitate discussion. Trainees learn not only from reading the material and doing the exercises, but also from the discussion among their peers.

Therefore, the amount of discussion allowed by the instructor dictates the total amount of time the course requires. We suggest two-hour blocks of time per delivered lesson. If a planned lesson is not completed in the time scheduled, the instructor may simply conduct the next session's discussion a little faster or cut it off to stay within planned time lines. While trainees need time to discuss and learn from each other, the instructor controls discussion time to stay within the program's planned time parameters. Experience has shown that the total course delivery time can vary from a minimum of 20 hours to 38 hours. The first part of this course, 1st Choices, ends with a post test. It is followed by eight modules (the seven reasons most people lose jobs plus a self-esteem module), that each end with a module posttest. These modules were planned as two hour lessons. If the modules are assigned to be read outside of class, then class time may flex to approximately one hour each session to review and discuss the content of the modules.

- **Strategic Skill Building for Transporters, Course II:** This course focuses on the applied cognitive strategies (thinking skills) that underlie competent job performance. The sessions are designed around actual job materials and scenarios from the transporters' job tasks. This course is structured to be delivered in twenty two-hour sessions so there is a clear delineation of the amount of time required. It requires 36 to 40 hours to complete this course, depending on whether the pretest and posttest are delivered during instructional time or separately. Topics address critical job areas such as communicating with peers, supervisors, and other hospital communities/ departments, following procedural directions, recognizing alternate conditions on the job and responding appropriately, prioritizing actions, and predicting outcomes. The outcomes of this course foster consistent, reliable, and responsible job performance along with intrinsic customer service.

- **Technical Skills Training, Course III:** For current transporters, this course demonstrates equipment and safety procedures that are compliant with Joint Commission's National Patient Safety Goals and Environment of Care mandates. Achieved performance competencies are measured through the preceptorship process. If the instructor has knowledge that his/her trainees only need a short review, then the instructor can pre-identify how much time he/she thinks the trainees need for such a review (e.g. one hour for each session overview followed by individually-scheduled times to observe performance of each trainee to check for accurate performance of competencies.) An instructor may decide that his/her trainees can complete a review in less time. An instructor may choose to begin Course III by observing each trainee perform the required competencies. After reviewing the results, the instructor would spend time on those topics for which trainees did not meet competencies. Also, some healthcare facilities may not be required to perform a specific procedure contained in Course III. In that case, the instructor would need only to teach the procedure in order for the trainees to become certified. In general, estimated delivery time for Course III would be from 10 hours minimum for current transporters to up to 30 classroom hours for "new" transporters who are unfamiliar with processes and equipment plus up to 40 hours clinical on-the-job training.

Should an instructor have other concerns, ITC with the NAHTM Certification Committee, will respond individually. There continues to be flexibility in the delivery time. The focus is to provide sufficient training to make measurable changes in your transporters' on the job performance as well as maintain the quality and standards of a national certification.

- **What does it cost to certify a Transporter?**

The set of three books **costs \$277.00 per trainee plus shipping**. Each certification candidate needs his/her own set of books which are consumable. Order books from Impact Training Corporation via phone (912.844.0007) or via e-mail (ImpactTr@comcast.net). If the healthcare institution is a non-profit and exempt from taxes, please notify ITC.

The present certification fee is \$30.00, payable to NAHTM, and sent with the application and verification (as per instructions in Instructor's Guide) of the candidate's having met all of the competencies

Certified transporters receive a NAHTM pin or patch, certificate, and their names in the national certification transporters list on NAHTM's website, NAHTM.org

- **How do I qualify to train transporters in the national certification training courses?**

If your goal is to deliver the training directly to transporters, then Level I Instructor Certification will meet that need.

Level I: Instructor Certification. This training consists of two, eight hour training days. The fee, if provided at a NAHTM-sponsored location, is \$900.00 which includes the three Instructor Guides. If the guides are purchased separately, the cost is \$600. A training site normally only requires one set of the Instructor Guides. The Instructor Training fee for a second person from the same organization/location (without the Instructor Guides) is \$500.00. Those transport managers or supervisors who earn Instructor Training Certification, will be empowered to train transporters in the three certification courses and to provide "preceptorship" (evaluate the competencies gained by transporters completing the training) and make recommendations for national certification awards to NAHTM.

If the organizational goal becomes to train trainers to deliver the NAHTM National Certification Training, ITC will provide Level II Trainer Certification.

- **What are the "rules" for delivering the training?**

Candidates must complete all three NAHTM-sanctioned courses and meet the competencies following each course in order to apply for certification. Impact Training Corporation (ITC) owns the certification training product and manages all phases of delivery of its product, in collaboration with its NAHTM partner. Courses must be delivered as written, within the parameters described to ensure that all certification candidates have adequate exposure to and training on the certification contents.

PLEASE NOTE: Course III is "hands on" training (e.g. technical job procedures.). If transporters are currently working, it is likely that the instructor will review the skills applications in Course III with candidates and then give opportunities for candidates to demonstrate the required competencies. It is possible that the instructor will ask the candidates to review Book III and study areas of which they are not sure. If a candidate does not meet a particular competency, he/she can work with the instructor to perfect the competency and then go through the observation process again to demonstrate the competencies. If the instructor thinks the candidate has had adequate experience with the competencies in Book III, he/she may opt to allow the candidate to review the contents of Book III on his/her own (or as part of an instructor-led review) and then observe the performance of the competencies to see if the student has met the competencies.

- **How does someone become a Level II: Certification Trainer?**

This individual, probably a transport manager or supervisor, has already achieved the Level I **Instructor designation**. He/she will have successfully delivered at least one complete transporter certification training and successfully completed the preceptor process of national certification recommendations. Additionally, he/she will have assisted ITC with delivery of Instructor training. He/she will have successfully completed a number of assignments under ITC's supervision including a written test. Because the level of experience with delivery of training varies, so will the assignments and activities for Instructors who choose to reach benchmarks for achieving the status of Level II Certification Trainer. The time commitment to achieve this high level of training is estimated between two to three years although it relates to the applicant's background in training, adult skill development, cognitive strategies, learning research, and level of understanding of the training materials.

Level II Certification Trainers will be empowered not only to teach transporters the certification training, but they will also be empowered to train other transport managers and supervisors to become Level I Certification Instructors under a relationship with ITC. Because of the individual nature of this much higher level of achievement, the fee charged will relate to the amount of ITC professional time required for coaching and evaluation. It may also include travel time for ITC to observe and coach Certification Trainer candidates. Once an Instructor becomes a certified Level II trainer, that trainer will be eligible for contracted training assignments and paid by ITC for their work, according to demand.

These strict training criteria will be adhered to in order to maintain the integrity and standardization of the national transporter certification process.

- **How often is Level I Instructor Training offered?**

ITC provides Level I Instructor training twice each year-- at NAHTM's annual conference (usually September) and in Savannah, GA (usually early March). Other Instructor trainings are scheduled around the country as interest requires

- **Is Recertification required at some point? If so, what is the process?**

The CHT is required to apply for recertification just prior to the five year anniversary of original certification. The CHT and the CHT's manager will receive a letter from NAHTM alerting the CHT that certification is due for renewal. The CHT may select to renew or, opt out. If renewal is chosen, the CHT will start to review material in their training manuals (Note: If new material has been added during the five year period since original certification, that material will be sent to the CHT).

The CHT's manager will receive eight competencies randomly selected from the training material. The CHT will be required to perform the competencies at a proficient level. Appropriate forms, verifying proficient competency was displayed, are signed by the manager and sent back to NAHTM. NAHTM approves and sends new certificate, good for another five years.